

Education Health & Care Plan Payments

Outcomes of Audit report and LGO outcome
September 2024



Somerset
Council

Reasons for sharing:

This audit was requested by the DCS due to complaints made by parents about the delays in the EHCP payments process. The audit report was issued in August 2024.

There has been an outcome from the Local Government Ombudsman made in August 2024. This requires the council to provide a report to a relevant overview and scrutiny committee and the Lead Council Member for Children, Families and Education.

The audit report and LGO report cover the same scope and concerns.

We have shared the findings of the audit with the LGO and they are satisfied with the findings and our suggestion that this report is shared with Scrutiny Committee in October.

Audit findings and next steps

Audit findings:

1. The EHCP process post approval requires enhancement to improve its operational effectiveness
2. Data was not always up to date, complete and accurate
3. There are outstanding vacancies and limited training for new staff
4. Lack of performance information available for monitoring team and individual performance

Next steps:

Share full audit findings and update on progress against actions at Scrutiny committee in October 2024.